

Contacts:
Technical Assistance Center (TAC):
Phone 202-708-4932
Casey Lowe:
William_C._Lowe@Hud.Gov

Real Estate Assessment Center
1280 Maryland Avenue, SW
Washington, D.C. 20024

Physical Inspection Operations (PI-Ops)

Special Bulletin # 6

There are many important changes to the inspection protocol:

Keeping up with changes to the protocol is essential to your success

Following meetings with industry, and in coordination with the HUD program offices, the Real Estate Assessment Center (REAC) is continuously improving its inspection protocol.

The information in this bulletin is designed to enhance your understanding of the REAC inspection protocol and improve the overall quality of REAC physical inspections. Take some time to become familiar with this change in the protocol:

- **Closed Doors:** While conducting a physical inspection do not attempt to open closed doors within the unit without the permission of the resident and/or accompanying authority.

How can you apply this new rule?

This rule is designed for your security and safety and for the privacy of the residents. If you encounter a closed door while conducting a physical inspection ask the accompanying authority or the resident to open the door for you. This will prevent injury to yourself or an invasion of a resident's privacy while allowing you to conduct the inspection.

To see the all the new definitions visit the REAC website at:

<http://www.hud.gov/reac/whatsnew/rephydef.html>